

PERFORMANCE PLANS



BEAR
TECHNOLOGY



Welcome to **BEAR**care

The day we complete your installation is the day we start the next phase of our relationship. That is when **BEAR**care begins - our remote and on-site support for your system. It's our responsibility to be sure all the bits and pieces that make up your technology solution operates as good today as tomorrow, and for years to come. We treat your home as a respite from the outside world. We take care of system integrations, programming, software, networks, connectivity to your internet service; as well as diagnosis, troubleshooting, monitoring, updates and maintenance. Additionally, we schedule periodic health visits to clean, calibrate, update and run performance checks on your system.



BEARcare Performance Plans

FEATURE	BENEFIT	PER INCIDENT \$180/hour	ESSENTIALS \$99/month	PREMIER \$279/month	CONCIERGE Price on request
VIP member status	Dedicated support team for your system			√	√
Proactive remote system monitoring	Your system notifies us of issues, often before you know			√	√
Remote system care	Unlimited monitoring, updating and resolving system issues		√	√	√
Remote service hours	Remote service beyond our regular business hours		24/7/365 email, text	24/7/365 phone, email, text	24/7/365 phone, email, text
Advanced on-site service and phone support hours	On-site and phone service		Regular business hours	Regular business hours	Extended business hours
Priority scheduling	How fast we respond to an on-site service request	As available	5 business days	3 business days	1 business day
Response time	How fast we respond to a remote system or call-in notification	As available	Within 3 hours	Within 2 hours	Less than 1-hour
Complimentary equipment repair service	Including diagnosis, removal, repair and reinstallation				√**
Complimentary site visits for service or support	Site visits for service or support at no added charge			3 hours per year included	√
Wellness system checkups	Our techs clean, test and update your system on-site		1 per year	2 per year	4 per year
Rack Intelligence	Rack power and temperature sensing				√
Lighting and shade scene reprogramming	We'll update your existing lighting and shade scene presets				√
Streaming music and video setups	Ongoing support for streaming media			√	√
WiFi credential management	Document and manage WiFi network credentials and revisions			√	√
Recorded surveillance video footage retrieval	Assistance with finding archived security camera recordings			√***	√***
Power management for surge/brownouts	We monitor and reset your system due to electrical issues			√	√
Network configuration management	Remote management of your network components		√	√	√
Annual WiFi network scan	On-site review of network speed and coverage		√	√	√
Internet and CableTV troubleshooting	Monitoring and assistance with ISP issues		√	√	√
ISP Concierge	We contact your ISP for troubleshooting directly where possible			√	√
Renter's support	Coverage for all listed benefits when the home is rented			√	√

Remote repairs may require additional monitoring equipment. Remote monitoring may not be possible for all devices. System repairs subject to manufacturer warranties unless otherwise indicated. New programming and system upgrades are billed at current rates. Service loaners subject to availability for Concierge level. Service hours may vary depending on your building's access rules. Non-Bear Technology and transferred systems require on-site evaluation and may require possible plan changes. Plans are billed and paid yearly. Terms and conditions subject to change with 30-days notice. *After hours/holiday on-site service available at \$350 per hour. **Applies to equipment purchased at Bear Technology only; system requires power suppressor. **Equipment replacement not covered.** Travel charges may apply for site visits. ***Camera system access and compatible hardware required. See agreement for details. **PER-INCIDENT SERVICE IS BILLED AT \$180 PER HOUR FOR REMOTE OR ON-SITE SUPPORT OR SERVICING. RESPONSE TIME AND SCHEDULING IS 'AS AVAILABLE.'**



System Wellness Checkups for Plan Members

- Cleaning of audio and video components
- Inspect all equipment for signs of wear
- Check all batteries in remote controls, touchpanels...*
- Inspect and verify all wiring and connections
- Review control and network logs for security and errors
- Backup all programs and system configurations
- Check temperature of all equipment closets and cabinets
- Inspect fans for failures, jams, or dust build-up
- Verify all connected alarm devices
- Calibrate audio and video components as required
- Check bulb life on video projectors
- Check voltage at all surge devices where measurable
- Conduct a wireless (WiFi) bandwidth and coverage test
- Inspect and clean equipment racks
- Test lighting and shade zones, scenes, and keypads
- Verify power to all wireless access points
- Verify operation of audio/video zones
- Verify operation of user-interfaces and controllers
- Conduct firmware updates as required
- Check AV streaming components and update as needed
- Run internet speed tests
- Document any known issues or questions and discuss with homeowner
- Explain priorities for next scheduled visit and review any required service call follow-ups
- Review new technologies with client
- Ensure jobsite is properly cleaned prior to departure

*** UPS, shade and alarm battery replacements not included. Shade battery or repairs that require scaffolding will incur an additional charge.**

FAQ

Q: Why do I need a Performance Plan?

A: To ensure proper system performance and security, manufacturer's frequently release updates and enhancements. These are critical for your system. We can now do this maintenance and updating as well as support and even system repairs remotely. If there's an update that would normally require a home visit, we can often perform the maintenance right from our office without interrupting you for a home visit. This reduces time and expense for you and for us.

Q: Is my system reliable?

A: Yes - we rarely replace hardware. But there are constant manufacturer updates, not only on what we installed, but on your mobile devices, streaming platforms and internet services that are required. These are done for plan members.

Q: What if I'm not on a Plan?

A: You can choose to pay per incident and by the hour. However, we will only address an issue if you advise us, and we won't check your system on a continuous basis to be sure it's in good health. You also won't receive priority scheduling, extended hours or over a dozen other benefits. You'll likely pay more than if you were on a plan.

Q: What can we monitor and update remotely?

A: Just about any device that's connected including all critical system automation and networking hardware... exactly the items that are most dependent on software updates.

Q: What can't we monitor?

A: Older hardware like some TVs and a few third-party apps.

Q: How do my manufacturer warranties fit in with the Plans?

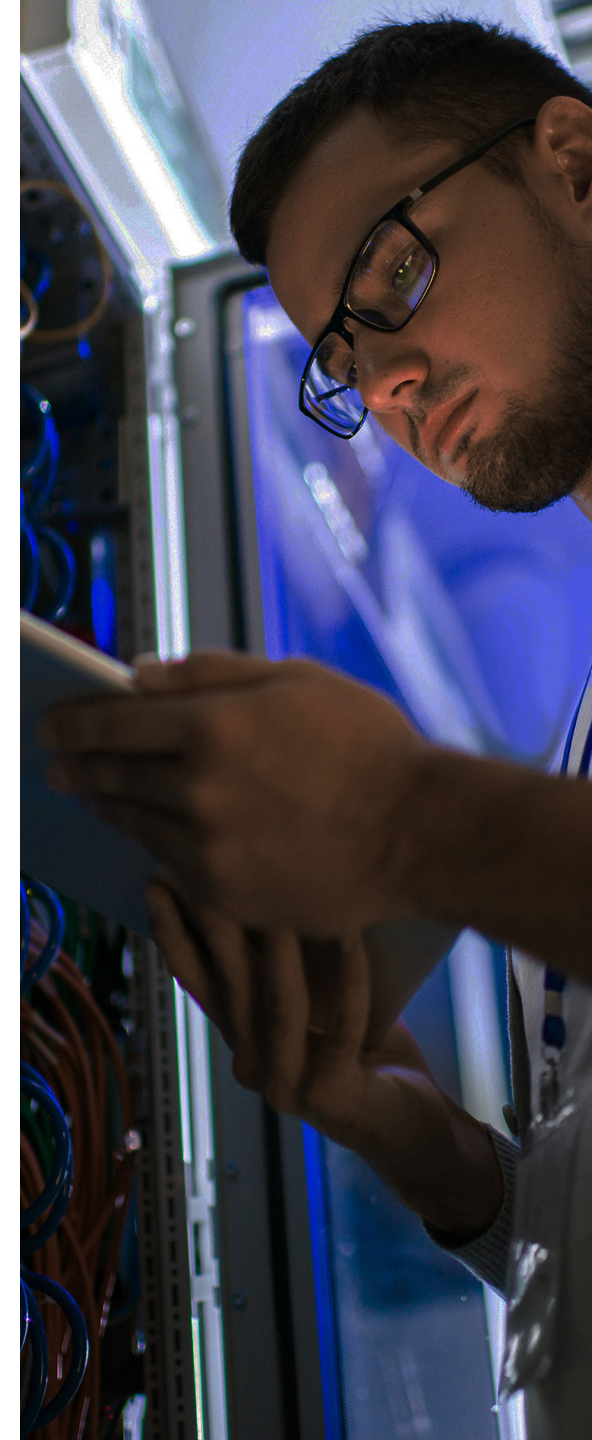
A: Your manufacturer warranties are fully in effect.

Q: Do I need to sign a contract?

A: No, we offer a verbal agreement that automatically renews and you can cancel anytime prior to your renewal with 30 days notice. Any payments made are non-refundable.

Q: How are the plans paid?

A: Our Performance Plans are paid at the beginning of each quarter or year depending on your preference.





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